

**Westside Service Delivery Survey  
FY 2003-04**

Department/ Program Name	Program Description	Westside Performance Measures	Citywide Performance Measures	Comments
<b>Neighborhood Services</b>				
Fight Back (FB) Program	Designated neighborhoods are provided specialized support over a limited period of time for neighborhood improvements. 8 new FB areas are designated yearly.	8 FBs 30%	27 FBs	
Neighborhood Support	Provides staff support to neighborhood groups, including the facilitation and coordination of neighborhood meetings.	229 or 27% associations on city list	850 associations on city list	Associations listed may cross Westside area boundaries, but at a minimum serve a portion of the area.
Graffiti Busters	Provides graffiti removal within 48 hours of receiving a report.	12,341 sites removed  249 sites per square mile  2.3 days average turnaround time	33,462 sites removed  90 sites per square mile  2.2 days average turnaround time	Turnaround time estimated based on results for District 5
	Assists homeowners and neighborhood groups to conduct clean-ups and/or borrow supplies and tools to improve their neighborhoods.	17 events  50 lots cleaned  135 tons of trash removed from neighborhoods	130 events/ groups  932 lots cleaned  883 tons of trash removed from neighborhoods	
Illegal Signs	Removal of illegal signs from public rights of way.	2,302 signs  49 signs per square mile	11,497 signs  31 signs per square mile	

Department/ Program Name	Program Description	Westside Performance Measures	Citywide Performance Measures	Comments
<b>Neighborhood Services</b>				
Preservation Inspections	Resolves property maintenance and zoning problems through a combination of education & enforcement of the Neighborhood Preservation and Zoning Ordinances	Case Cycle time: 48 days  Percentage of cases resolved voluntarily: 84%  12,105 cases opened  Number of cases opened per 1,000 residents: 36.3  17 Inspectors  3 square miles per Inspector  712 cases per Inspector  241 cases per square mile	Case Cycle time: 59 days  Percentage of cases resolved voluntarily: 86%  36,347 cases opened  Number of cases opened per 1,000 residents: 27.5  59 Inspectors  6 square miles per inspector  616 cases per Inspector  97 cases per square mile	
		11,912 cases resolved  Number of cases resolved per 1,000 residents: 35.7  701 cases per Inspector  Number of cases resolved per inspector: 700  Number of cases resolved per square mile: 252  Number of Mobile Vending Contacts: 48 (35% of total)  Number of licensed Mobile Vendors: 25 (36% of total)  Number of Street Vending Cases: 11 (46% of total)	35,975 cases resolved  Number of cases resolved per 1,000 residents: 27.2  610 cases per Inspector  Number of cases resolved per inspector: 610  Number of cases resolved per square mile: 97  Number of Mobile Vending Contacts: 137  Number of licensed Mobile Vendors: 69  Number of Street Vending Cases: 24	Information is for first quarter of 2004-05.
Abatement	Corrects a Notice of Violation to the NPO. Action could be demolition, board up, clean up, or any other action deemed necessary	Number of demolitions/ lot cleanings: 34  Value of abatement activities: \$49,000	Number of demolitions/ lot cleanings: 93  Value of abatement activities: \$202,000	

Department/ Program Name	Program Description	Westside Performance Measures	Citywide Performance Measures	Comments
<b>Neighborhood Services</b>				
Neighborhood Infrastructure Projects	Help neighborhood groups with improvements to streets, water and sewer lines. CDBG funds are used and benefit low- and moderate income areas for construction costs. Funds are awarded through a competitive application process. Priority given to viable, "ready-to-go" projects.	<p>\$1.6 million</p> <p>6 projects</p> <p>\$43,000 per square mile</p> <p>\$84 per eligible household</p>	<p>\$10.2 million over last five years</p> <p>21 projects</p> <p>\$67,000 per square mile</p> <p>\$152 per eligible household</p>	<p>This program is five years old and is intended to address out-dated, aging, or lacking infrastructure. The program has addressed oldest areas of the city as the first priority.</p> <p>Represents square miles of low-to-moderate income census tracts only</p> <p>Based on minimum number of owner-occupied households with qualifying income</p>
Neighborhood Enhancement Projects	Provides designated low/moderate income neighborhoods with up to \$100,000 for construction costs for capital improvement projects like parks, streetscapes, and playgrounds through CDBG dollars. Funds are awarded through a competitive application process. Priority given to viable, "ready-to-go" projects.	<p>\$510,000</p> <p>5 projects</p> <p>\$14,000 per square mile</p> <p>\$27 per eligible household</p>	<p>\$3.1 million over last five years</p> <p>22 projects</p> <p>\$20,000 per square mile</p> <p>\$46 per eligible household</p>	<p>This program is five years old and is intended to address out-dated, aging, or lacking infrastructure. The program has addressed oldest areas of the city as the first priority.</p> <p>Represents square miles of low-to-moderate census tracts only</p> <p>Based on minimum number of owner-occupied households with qualifying income</p>
Housing Rehabilitation	Financial assistance for low and moderate income home-owners for home repair. Funding is awarded through an application process. Everyone who applies who is income-eligible is provided some form of assistance. Applicants must provide proof of ownership and accept a lien against their property for a specified amount of time.	<p>\$1.0 Million</p> <p>318 Projects</p> <p>\$27,000 per square mile</p> <p>\$53 per eligible household</p>	<p>\$11.8 Million over last five years</p> <p>3,099 projects</p> <p>\$77,000 per square mile</p> <p>\$77 per eligible household</p>	<p>Everyone who is issued a Notice of Violation for a property maintenance violation is provided information on the program. Program results reliant on resident application.</p> <p>Represents square miles of low-to-moderate census tracts only</p> <p>Based on minimum number of owner-occupied households with qualifying income</p>

Department/ Program Name	Program Description	Westside Performance Measures	Citywide Performance Measures	Comments
<b>Neighborhood Services</b>				
<b>Targeted Areas (NIA's, RDA's)</b>				
Neighborhood Infrastructure Projects	Help designated neighborhood groups with improvements to streets, water and sewer lines. CDBG funds are used and benefit low- and moderate- income areas for construction costs.	\$0  0 projects	\$389,000 over five years  2 projects	Projects are developed based on clear lack of infrastructure or basic services and clearly identified need. Infrastructure must be consistent with neighborhood and in most cases community consensus must be reached. No projects were identified by staff or the community during this time period.
Neighborhood Enhancement Projects	Provides designated low/moderate income neighborhoods with up to \$100,000 for construction costs for capital improvement projects like parks streetscapes, and playgrounds through CDBG dollars.	\$0  0 projects	\$303,000 over five years  4 projects	Projects are developed based on clear lack of infrastructure or basic services and clearly identified need. Infrastructure must be consistent with neighborhood and in most cases community consensus must be reached. No projects were identified by staff or the community during this time period.
Housing Rehabilitation	Financial assistance through CDBG and grant funds for low and moderate income residents for home repair. Funding is awarded through an application process. Everyone who applies who is income-eligible is provided some form of assistance. Applicants must provide proof of ownership and accept a lien against their property for a specified amount of time.	35 Projects  \$1.5 Million	118 projects  \$5.1 Million over five years	Everyone who is issued a Notice of Violation for a property maintenance violation is provided information on the program.
Lead Hazard Control	Helps homeowners, landlords and tenants in targeted areas control hazards from lead in paint, soil and dust. Federally funded program.	41 homes  \$35,000	545 homes  \$463,000 over five years	Results are dependent on the need for hazard abatement.
Rental Rehabilitation	Provides financial assistance to landlords to meet code requirements and improve safety, comfort, appearance and value to property	124 units  \$1.1 Million	529 units  \$3.3 Million over five years	
Neighborhood Economic Development	Promotes activities that stimulate commercial & retail development. Financial and technical assistance (e.g. zoning variances) is provided for various types of commercial improvements.	0 businesses served  \$136,000	11 businesses served  \$1.8 Million over five years	Costs in Westside reflect demolition of Southwest Supermarket. The portion of the site related to the supermarket is owned by the city.
Housing Development/ Infill	Partnerships with developers to build new homes or renovate and resell existing homes. Assistance includes acquiring and clearing blighted properties, replatting, providing buyer assistance, or making loans or grants for construction.	58 sites developed  \$5.1 Million	267 sites developed  \$25 Million over five years	

Department/ Program Name	Program Description	Westside Performance Measures	Citywide Performance Measures	Comments
<b>Neighborhood Services</b>				
<b>Special Program</b>				
Blight Elimination	Revitalizes neighborhoods through the acquisition/ demolition/redevelopment of blighted properties.	32 properties acquired  26 infill properties completed  \$2.1 Million	179 properties acquired  88 infill properties completed  \$7.0 Million over five years	
Rental Renaissance	Pilot program works with residents, landlords, property managers to address problems associated with rental properties such as criminal activity, improper maintenance, and traffic problems.	43% reduction in criminal activity (Westwood)  96% compliance rate with NPO. (Westwood RR cases resolved voluntarily)  \$127,000	5% reduction in criminal activity (Palomino)  84% compliance rate with NPO (Palomino RR cases resolved voluntarily)  \$251,000	The Rental Renaissance Program was established in the Palomino and Westwood Neighborhoods in 1997.   Program costs